

Ref: FOI2016/3250  
Date Received: 17<sup>th</sup> May 2016  
Response Due: 15<sup>th</sup> June 2016

3<sup>rd</sup> June 2016

Dear

## INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

We are now pleased to respond to your request for information under the Freedom of Information Act.

You asked:

1. How many complaints in the following years has the Trust received relating to the end of life care/palliative care of a patient? Please answer each year by breaking down month by month e.g. January: 9, February 10...

- a) In 2015
- b) So far in 2016 (up to 16/5/2016)

...

2. Of the number of complaints above what numbers were related to:

- a) Communication that the patient is actually dying
- b) The patient or relatives was unaware that lifesaving drugs had been withdrawn
- c) Care, including dignity, respect and privacy
- d) Lack of pain relief
- e) Access to specialised support and information
- f) Lack of access to care through the night, at weekends and over holiday's periods

1a) Unfortunately we are unable to supply the information requested for 2015 as there was no specific code for end of life care on the system until the 1 April 2016.

1b and 2) To date in 2016/17 the Trust has received 2 complaints (both in May16) related to End of Life Care:

	End of Life Individuals Plan	Lack of Referral to Palliative Care	Total
End of Life Care Complaints 2016 to date			
<b>2016 05</b>	1	1	2
END OF LIFE CARE	1	1	2
Totals:	1	1	2

Chairman: Robert Armstrong  
Chief Executive: Andrew Foster CBE

I hope you find this information useful, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



**Andrew Foster**

**Chief Executive**

**PLEASE NOTE:**

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting. Any other reuse, for example commercial publication, would require the permission of the copyright holder. You must ensure you gain their permission before reproducing any third party information.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, WrightingtonHospital, Hall Lane, AppleyBridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Chairman: Robert Armstrong

Chief Executive: Andrew Foster CBE